



**Mark Young**  
**New York Metro**

April 17, 1997

To: All Division Managers  
All Key Account Managers

Subject: Customer Entertainment Events (expenses over \$200)

Dear Managers,

Over the past several weeks several voucher requests have been sent into the ROU for payment of various events/shows/etc. as customer entertainment. In most cases these are after the fact with no approval given from the region office. As everyone is aware, the region operates off of a specific Dollar Budget assigned to customer entertainment each year, that must be managed. I personally have to make the call on each expenditure keeping in mind that we don't have an unlimited budget.

Effective immediately, when you have a specific event that you would like to entertain a customer at (such as Nascar, Broadway and other Shows, Golfing, etc.), you must receive approval using the following format:

**E-Mail the following information to myself:**

- \* Name of the entertainment event with the complete cost (tickets, dinner if included, lodging, etc.)*
- \* Give the complete name / company title of the customers to be entertained.*
- \* List the RJR employees that will accompany the customers*
- \* At this point, I will make a determination if the expense can fit into our yearly budget (importance of the customer to our business and overall cost). I will let you know the answer immediately.*

As an ending note, Travel and Lodging for RJR Spouse's can Only be approved by Dave Wilmesher (Spousal approval).

If you have any questions on the company entertainment policy that was not covered in this letter, don't hesitate to give me a call.

Sincerely,  
**Mark Young**

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